CBP Technician

DEPARTMENT OF HOMELAND SECURITY

Customs and Border Protection

Office of Field Operations

Summary

As our nation navigates the COVID-19 pandemic, CBP is committed to delivering our mission to safeguard America's borders and enable legitimate trade and travel. Staffing mission critical positions remains a high priority. Be reassured that **CBP is still hiring**, despite potential hiring process step delays due to restrictions to in-person activities.

Overview

Hiring complete

Open & closing dates

(03/08/2021 to 03/11/2021

This job will close when we have received **2500 applications** which may be sooner than the closing date. <u>Learn more (https://www.usajobs.gov//Help/how-to/job-announcement/closing-types/#applicant-cut-off)</u>

Salary

\$38,921 - \$56,222 per year

Salary listed reflects the rest of U.S. scale and will be adjusted to meet the locality pay of the duty location upon selection.

Pay scale & grade

GS 6 - 7

Locations

Many vacancies in the following locations:

- Anchorage, AK
- Phoenix, AZ
- Calexico, CA
- Long Beach, CA
- O Los Angeles, CA
- Otay, CA
- San Diego, CA

- Denver, CO
- Fort Lauderdale, FL
- Jacksonville, FL
- Key West, FL
- O Miami, FL
- Orlando, FL
- O Panama City, FL
- O Tampa, FL
- O Atlanta, GA
- Brunswick, GA
- Savannah, GA
- Guam, GU
- O Chicago, IL
- Ocleveland, IL
- Rosemont, IL
- O Indianapolis, IN
- New Orleans, LA
- O Boston, MA
- Baltimore, MD
- O Calais, ME
- O Fort Fairfield, ME
- O Houlton, ME
- O Detroit, MI
- O Romulus, MI
- O Minneapolis, MN
- Saint Louis, MO
- 🔾 Saipan, Mariana Island, MP
- Charlotte, NC

- O Durham, NC
- Wilmington, NC
- Omaha, NE
- Newark, NJ
- O Santa Teresa, NM
- O Alexandria Bay, NY
- O Buffalo, NY
- Ochamplain, NY
- New York, NY
- Queens, NY
- O Cincinnati, OH
- Olinton, OH
- O Dayton, OH
- O Louisville, OH
- O Portland, OR
- O Philadelphia, PA
- Pittsburgh, PA
- O San Juan, PR
- O Charleston, SC
- Greenville, SC
- Memphis, TN
- O Dallas, TX
- O El Paso, TX
- O Houston, TX
- O Tornillo, TX
- Salt Lake City, UT
- Oulles Airport, VA
- Norfolk, VA





Telework eligible

No

Travel Required

Occasional travel - You may be expected to travel for this position.

Relocation expenses reimbursed

No

Appointment type

Permanent

Work schedule

Full-Time

Service

Competitive

Promotion potential

7

Job family (Series)

1802 Compliance Inspection And Support (/Search/Results?j=1802)

Supervisory status

No

Security clearance

Not Required

(/Help/faq/job-announcement/security-clearances/)

Drug test

Yes

Announcement number

OFO-DE-10974806-KMH

Control number

594025100

THIS JOB IS OPEN TO



Duties

Organizational Location: This position is with the Department of Homeland Security, within U.S. Customs and Border Protection, Office of Field Operations-various locations.

**Please note the following locations are NO LONGER available:

- Clinton, OH
- · Louisville, OH
- · Cleveland, IL
- · Cincinnati, OH
- St. Louis, MO

Applicants will be able to select **ONE** location where you will be willing to work. In some cases, the duty locations listed may not have a vacancy during the life of this announcement.

Please Note: Some positions will fall directly under the Field Office and other will fall under the Centers of Excellence and Expertise.

Joining the Customs and Border Protection Office of Field Operations will allow you to use your expertise in office administration by performing work supportive of and incidental to CBP Officers and Specialists.

This position starts at a salary of \$38,921.00 (GS-06, Step 1) to \$56,222.00 (GS-07, Step 10) with promotion potential to \$56,222 (GS-7 Step 10).

It is recommended that you apply as soon as possible in order to receive consideration as this announcement will close on Friday, December 18th, 2020 at 11:59 pm ET or on the day we receive 2,500 applicants (whichever comes first).

In this CBP Technician position you will become a key team member of Homeland Security professionals performing technical duties requiring application of specialized knowledge of procedures, techniques, regulations and information. Typical work assignments include:

- Preparing complex broker/importer cases for decision by specialists; and reviewing declarations and cargo manifests for completeness and compliance with applicable regulations
- Examining cargo and merchandise; applying appropriate tariff number, value, and rate of duty and tax to merchandise;
 comparing passenger baggage to declarations
- Coordinating and processing of data (permits, entries, declarations) into various automated systems
- Assisting and providing support to CBP Officers and Agricultural Specialists on inspection, intelligence, analysis and examination of passengers, baggage conveyances and cargo

Requirements

Conditions of Employment

• You must be a U.S. Citizen to apply for this position

- Males born after 12/31/1959 must be registered with Selective Service
- Primary U.S. residency for at least three of the last five years (additional details below)
- You may be required to pass a background investigation
- CBP follows the DHS Drug-Free Workplace Plan for drug testing procedures
- As an employee of CBP, you will be joining a workforce that is dedicated to accomplishing our mission while maintaining the
 trust of our Nation by strictly adhering to all government ethics standards. Your conduct will be subject to the ethics rules
 applicable to all Executive Branch employees, and to CBP employees specifically, as well as the criminal conflict of interest
 statutes. Once you enter on duty, these rules include obtaining approval for outside employment or business activity, to ensure
 such employment or business activity is not prohibited and does not interfere or conflict with performance of your official
 duties. Please review further details via the following <u>link</u>.

(https://www.cbp.gov/about/ethics-standards-conduct.)

Qualifications

Experience: You qualify for the **GS-06** grade level if you possess 1 year of specialized experience equivalent to at least the next lower grade level, performing duties such as:

- Providing technical and clerical duties in support of inspection functions
- Conducting searches of records and automated systems
- Reviewing documents for accuracy and validity
- · Providing information to brokers, prospective importers and other inquiries

Experience: You qualify for the **GS-07** grade level if you possess 1 year of specialized experience equivalent to at least the next lower grade level, performing duties such as:

- Conducting inspections of baggage, packages, cargo, parcels, and/or persons
- Reviews documents for completeness and ensure compliance with laws, policies, rules and regulations
- Reconciling accounts and resolves and corrects errors
- Responding to complaints and inquiries from internal and external customers

Note: There is no education substitution for the GS-06 or GS-07 grade level.

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

You must meet all qualification requirements, including education if applicable to this position, subject to verification at any stage of the application process by 03/12/2021.

In order to be considered for this position, you must complete all required steps in the process. In addition to the application and application questionnaire, this position requires an online assessment. The online assessment measures critical general competencies required to perform the job.

The Office of Personnel Management (OPM) must authorize employment offers made to current or former political appointees. If you are currently, or have been within the last 5 years, a political Schedule A, Schedule C, Non-career SES or Presidential Appointee employee in the Executive Branch, you must disclose this information to the Human Resources Office.

Background Investigation: U.S. Customs and Border Protection (CBP) is a federal law enforcement agency that requires all applicants to undergo a thorough background investigation prior to employment in order to promote the agency's core values of vigilance, service to country, and integrity. During the screening and/or background investigation process, you will be asked questions regarding any felony criminal convictions or current felony charges, the use of illegal drugs (e.g., marijuana, cocaine,

heroin, LSD, methamphetamines, ecstasy), and the use of non-prescribed controlled substances including any experimentation, possession, sale, receipt, manufacture, cultivation, production, transfer, shipping, trafficking, or distribution of controlled substances. For more information visit **this link**

(http://www.cbp.gov/careers/join-cbp/which-career/apply/background-investigation)

Residency: There is a residency requirement for all applicants not currently employed by CBP. Individuals are required to have physically resided in the United States or its protectorates (as declared under international law) for at least three of the last five years. If you do not meet the residency requirement and you have been physically located in a foreign location for more than two of the last five years, you may request an exception to determine if you are eligible for a residency wavier by meeting one or more of the following conditions:

- Working for the U.S. Government as a federal civilian or as a member of the military
- A dependent who was authorized to accompany a federal civilian or member of the military who was working for the U.S. government
- Participation in a study abroad program sponsored by a U.S. affiliated college or university
- Working as a contractor, intern, consultant or volunteer supporting the U.S. government

Probationary Period: All employees new to the federal government must serve a one year probationary period during the first year of his/her initial permanent federal appointment to determine fitness for continued employment. Current and former federal employees may be required to serve or complete a probationary period.

Education

Please see the Qualifications and Required Documents sections for more information if education is applicable to this position.

Additional information

Bargaining Unit: This position is covered under the bargaining unit.

Shift work: You will be required to perform work on a shift and rotational basis.

Overtime: You must be readily available to work overtime on a scheduled or unscheduled basis in excess of the 40-hour work week.

Reasonable Accommodation Requests: If you believe you have a disability (i.e., physical or mental), covered by the Rehabilitation Act of 1973 as amended and Americans with Disabilities Act 1990 as amended, that would interfere with completing the USA Hire Competency Based Assessments, you will be granted the opportunity to request a reasonable accommodation in your online application. Requests for Reasonable Accommodations for the USA Hire Competency Based Assessments and appropriate supporting documentation for Reasonable Accommodation must be received prior to starting the USA Hire Competency Based Assessments. Decisions on requests for Reasonable Accommodations are made on a case-by-case basis. If you meet the minimum qualifications of the position, after notification of the adjudication of your request, you will receive an email invitation to complete the USA Hire Competency Based Assessments. You must complete all assessments within 48 hours of receiving the URL to access the USA Hire Competency Based Assessments, if you received the link after the close of the announcement. To determine if you need a Reasonable Accommodation, please review the Procedures for Requesting a Reasonable Accommodation for Online Assessments here

(https://help.usastaffing.gov/Apply/index.php?title=Reasonable_Accommodations_for_USA_Hire)

Positions with known promotion potential do not guarantee promotion, nor is the promise of promotion implied.

DHS uses E-Verify, an internet-based system, to confirm the eligibility of all newly hired employees to work in the United States. Learn more about **E-Verify**

(https://www.e-verify.gov/)

including your rights and responsibilities.

Please view the video "Protecting America 24/7"

(http://cbpapps.cbp.dhs.gov/ofo/2011/protecting_america/pro_america.wmv)

to learn more about CBP's Office of Field Operations.

Follow U.S. Customs and Border Protection on Twitter @CustomsBorder

(https://twitter.com/#!/customsborder)

The Department of Homeland Security encourages persons with disabilities to apply, to include persons with intellectual, severe physical or psychiatric disabilities, as defined by 5 CFR § 213.3102(u), and/or Disabled Veterans with a compensable service-connected disability of 30 percent or more as defined by 5 CFR § 315.707. <u>Veterans</u>

(https://www.fedshirevets.gov/job-seekers/special-hiring-authorities/#content)

, Peace Corps

(https://www.peacecorps.gov/returned-volunteers/careers/noncompetitive-eligibility/)

/VISTA volunteers

(https://www.vistacampus.gov/after-vista/career)

, and persons with disabilities

(http://www.opm.gov/policy-data-oversight/disability-employment/)

possess a wealth of unique talents, experiences, and competencies that can be invaluable to the DHS mission. If you are a member of one of these groups, you may not have to compete with the public for federal jobs. To determine your eligibility for non-competitive appointment and to understand the required documentation, click on the links above or contact the Servicing Human Resources Office listed at the bottom of this announcement.

Benefits

A career with the U.S. government provides employees with a comprehensive benefits package. As a federal employee, you and your family will have access to a range of benefits that are designed to make your federal career very rewarding. <u>Learn more about federal benefits</u>

(https://www.usajobs.gov/Help/working-in-government/benefits/)

Review our benefits

(https://www.dhs.gov/homeland-security-careers/benefits)

Eligibility for benefits depends on the type of position you hold and whether your position is full-time, part-time or intermittent. Contact the hiring agency for more information on the specific benefits offered.

How You Will Be Evaluated

You will be evaluated for this job based on how well you meet the qualifications above.

We will review your <u>resume</u> and supporting documentation to ensure you meet the minimum qualification requirements. If you meet the minimum qualifications, we will use responses you provide on the application questionnaire and the result of the online assessments required for this position to place you in one of three categories based on your experience, education, and training.

The knowledge, skills, and abilities needed to perform this job are:

- Ability to review incoming documents to determine completeness and compliance with applicable regulations, laws, and procedures
- Ability to utilize, perform research, pull reports from, and input data into automated systems such as payroll systems, Microsoft programs, databases, etc.
- Ability to interpret guidance to resolve issues and errors
- Ability to work independently or in a team environment

Competencies:

- Flexibility
- Integrity/Honesty
- Interpersonal Skills
- Reading
- Reasoning
- · Self-Management
- Teamwork

If you meet the minimum qualifications, you will be placed in one of the following categories:

- 1. **Highly Qualified**: Applicants possessing experience that substantially exceeds the minimum qualifications of the position and demonstrate high proficiency in all of the critical competencies, including all Selective Placement Factors (SPF), and appropriate Quality Ranking Factors (QRF) as determined by the job analysis.
- 2. **Well-Qualified:** Applicants possessing experience that exceeds the minimum qualifications of the position and demonstrates acceptable proficiency in all of the critical competencies, including all SPF's and appropriate QRFs as determined by the job analysis.
- 3. **Qualified:** Applicants possessing experience that meets the minimum qualifications of the position and demonstrate basic proficiency in most of the critical competencies, including all SPFs and appropriate QRFs as determined by the job analysis.

Veterans: Qualified veterans who have a compensable service-connected disability of at least 10% are listed in the best-qualified category, except when the position being filled is scientific or professional at the GS-09 grade level, or higher. This position is not considered scientific/professional. Other 10 point preference eligibles and veterans with 5 point preference who meet the eligibility and qualification requirements are placed above non-preference eligibles within the category in which they qualify. View information on **veterans' preference.**

If you are highly qualified, you may be referred to the hiring manager for consideration and may be called for an interview. Preview the job questionnaire https://apply.usastaffing.gov/ViewQuestionnaire/10974806

Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP)

Eligibles: If you have never worked for the federal government, you are not CTAP/ICTAP eligible. View information about

CTAP/ICTAP eligibility on OPM's Career Transition Resources website. To be considered eligible under CTAP/ICTAP, you must be placed in the Well-Qualified category for this position, as described above. In addition, you must submit the supporting documents listed under the Required Documents section of this job announcement.

Required Documents

Your resume

(https://www.usajobs.gov/Help/fag/application/documents/resume/what-to-include/)

- A resume describing your job-related qualifications is required and will be used for the purpose of reviewing your qualifications and determining what training, if any, would be required when placed. A resume in English is required. It must contain your full legal name, address, phone number, complete work history including a detailed description of your duties, the dates you performed those duties (MM/DD/YY), your hours worked per week, job title, as well as series, grade, and salary (if applicable). For additional required items, see the link.
- Your responses to the job questionnaire: https://apply.usastaffing.gov/ViewQuestionnaire/10974806
 (https://apply.usastaffing.gov/ViewQuestionnaire/10974806)
- Your responses to the USA Hire Competency Based Assessment
- Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the
 Interagency Career Transition Assistance Program (ICTAP)? You must submit a separation notice; your most recent SF-50
 (noting your current position, grade level and duty location); a copy of your most recent performance rating of record; an
 agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your
 disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired
 under 5 U.S.C. 8337(h) or 8456.
- Are you a veteran? To apply veterans' preference you must submit proof of eligibility as appropriate for your preference type:
 - Five Point Preference: DD 214 listing the character of service and either qualifying medal(s) or service period
 - Ten Point Preference: DD 214 showing character of service and supporting documentation as listed on the <u>Standard Form</u>
 15

(http://www.opm.gov/forms/pdf_fill/SF15.pdf)

- (application for 10 Point Veterans' Preference). Submitting an SF-15 with your application is encouraged. Veterans with a service-connected disability must also submit a VA Disability Award letter dated 1991 or later, OR supporting documentation as listed in the SF-15
- If you are currently serving on active duty, you must submit a written statement from the armed forces certifying your dates of service, rank, expected character of service, and anticipated date of separation. If you apply with a written statement at this stage, your preference will be verified by a DD 214 upon separation from the military.
- For more information about veterans' preference visit <u>this link</u> (http://www.fedshirevets.gov/job/vetpref/index.aspx)
- Are you a current or former federal employee? If yes, it is recommended that you submit a copy of your SF-50(s) (Notification
 of Personnel Action) to support your experience. Examples of appropriate SF-50s include promotions, within-grade increases
 and accessions.
- Are you a current or former political Schedule A, Schedule C, Non-career SES or Presidential Appointee employee? Submit a copy of your applicable SF-50, along with a statement that provides the following information regarding your most recent political appointment:
 - Position title
 - Type of appointment (Schedule A, Schedule C, Non-career SES, or Presidential Appointee)
 - Agency
 - Beginning and ending dates of appointment
- If you are requesting a reasonable accommodation to the USA Hire Competency Based Assessments, submit documentation to support your request, including the Reasonable Accommodation Request Form found https://help.usastaffing.gov/Apply/images/9/94/USA_Hire_Reasonable_Accommodation_Request_Form.pdf)

https://www.usajobs.gov/job/594025100/print

How to Apply

To begin your online application, click "Apply Online" to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English.

Applications and supporting documentation will not be accepted by mail or email. You may apply more than once, but the most recent application is the only one that will be used. You must submit your resume, your online questionnaire, and any supporting documents by 11:59 PM Eastern Time on 03/12/2021.

After submitting an online application, you will be notified whether or not you are required to take additional online assessments through the USA Hire Competency Based Assessment system. This message will be delivered to you both on screen and via email notification.

If you are asked to take the USA Hire Competency Based Assessments, you will be presented with a unique URL to access the USA Hire system. Access to USA Hire is granted through your USAJOBS login credentials. Be sure to review all instructions prior to beginning your USA Hire Assessments. Note, set aside at least 3 hours to take these assessments; however, most applicants complete the assessments in less time. If you need to stop the assessments and continue at a later time, you can re-use the URL sent to you via email and also found on the **Additional Application Information** page that can be located in the application record in your USAJOBS account.

To update your application, including supporting documentation, at any time during the announcement open period, return to your **USAJOBS account**

(https://my.usajobs.gov/Account/Login)

. There you will find a record of your application, the application status, and an option to Update Application. This option will no longer be available once the announcement has closed.

It is your responsibility to verify that any information entered or uploaded is received and is accurate. Human Resources will not modify or change any part of your application. Determining your eligibility and qualifications is dependent on the supporting documentation and information provided, which may impact your referral for further consideration. If a document is not legible, you will not be able to view it in your application and you must again upload it by the closing date.

Please upload your resume under "Resume" and any other applicable supporting documents mentioned above under the appropriate Document Type. If your Document Type is not listed, upload as "Other."

DHS offers competitive salaries and an attractive benefits package, including: health, dental, vision, life, and long-term care insurance; retirement plan; Thrift Savings Plan [similar to a 401(k)]; Flexible Spending Account; Employee Assistance Program; personal leave days; and paid federal holidays. Other benefits may include: flexible work schedules; telework; tuition reimbursement; transportation subsidies; uniform allowance; health and wellness programs; and fitness centers. DHS is committed to employee development and offers a variety of employee training and developmental opportunities. For more information, go to the DHS Careers

(https://www.dhs.gov/homeland-security-careers)

website and select "Benefits." Disabled veteran leave

(https://www.opm.gov/policy-data-oversight/pay-leave/leave-administration/fact-sheets/disabled-veteran-leave/)

will be available to any Federal employee hired on or after November 5, 2016, who is a veteran with a service-connected disability rating of 30 percent or more.

Applying to this announcement certifies that you give permission for DHS to share your application with others in DHS for similar

positions.

View common definitions

(http://dhsconnect.dhs.gov/org/comp/mgmt/dhshr/hr/Documents/JOA_Common_Definitions.pdf) of terms in this announcement.

GS Salary: Visit this link

(https://www.dcpas.osd.mil/BWN/WageIndex)

to view the locality pay tables by geographic area. If you do not see your geographic area listed, select the "Rest of United States" pay table.

Agency contact information



CBP Hiring Center

Phone

952-857-2932 (tel:952-857-2932)

Email

CBPhiring-applicantinguiry@cbp.dhs.gov (mailto:CBPhiring-applicantinquiry@cbp.dhs.gov)

Learn more about this agency (#agency-modal-trigger)

Address

Office of Field Operations Please read entire announcement Please apply online Washington, DC 20229 US

Next steps

The open period for this job opportunity announcement may be extended to allow for a sufficient applicant pool.

If you meet the minimum qualifications of this position, you may be presented with instructions on how to access the USA Hire Competency Based Assessments system. These additional online assessments must be completed within 48 hours following the close of this announcement unless you have requested Reasonable Accommodation for the USA Hire Competency Based Assessments. Your results will be kept on record for one year when applying for future jobs that require the same USA Hire Competency Based Assessments.

Once the job opportunity announcement has closed, we will assess your experience and training, identify the highly qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. You will be notified by email after each of these steps has been completed. Stay informed of changes to your application status by signing up for automatic email alerts with your **USAJOBS account**

(http://www.usajobs.gov/Applicant/ProfileDashboard/Home)

. If you are referred, you will receive a final notification of the disposition of the announcement. We expect to make a tentative job offer within 60 days after the close of the announcement. If you are selected, we may conduct a suitability/security background investigation.

Additional selections may be made beyond the total number of vacancies specified using this vacancy announcement. Further selections may also be made for additional organizational divisions and/or units within the duty location(s) listed above.

If you receive a conditional offer of employment for this position, you will be required to complete an Optional Form 306,

Declaration for Federal Employment

(http://www.opm.gov/forms/pdf_fill/OF0306.pdf)

, and to sign and certify the accuracy of all information in your application, prior to entry on duty. False statements on any part of the application may result in withdrawal of offer of employment, dismissal after beginning work, fine, or imprisonment.

Any offers of employment made pursuant to this announcement will be consistent with all applicable authorities, including Presidential Memoranda, Executive Orders, interpretive U.S. Office of Management and Budget (OMB) and U.S. Office of Personnel Management (OPM) guidance, and Office of Management and Budget plans and policies concerning hiring. These authorities are subject to change.

Fair & Transparent

The Federal hiring process is setup to be fair and transparent. Please read the following guidance.

Equal Employment Opportunity (EEO) Policy

(/Help/equal-employment-opportunity/)

Financial suitability

(/Help/working-in-government/fair-and-transparent/financial-

suitability/)

New employee probationary period

(/Help/working-in-government/fair-and-transparent/probationary-

period/)

Privacy Act

(/Help/working-in-government/fair-and-transparent/privacy-act/)

Reasonable accommodation policy (/Help/reasonable-accommodation/)

Selective Service

(/Help/working-in-government/fair-and-transparent/selective-service/)

Signature and false statements

(/Help/working-in-government/fair-and-transparent/signature-false-

statements/)

Social security number request

(/Help/working-in-government/fair-and-transparent/social-security-

number/)